Emergency Department Transfer Communication (EDTC)

Critical Access Hospitals

Data Collection Tool User Guide

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Introduction

This Emergency Department Transfer Communication (EDTC) manual is designed to assist Critical Access Hospitals (CAH) in their EDTC measures data collection and reporting using an Excel-based data collection tool.

Background

Stratis Health developed an Excel-based data collection tool for CAHs participating in a QIO special innovation project to facilitate data collection on the ED Transfer Communication components. The tool allowed participating CAHs to run reports on their own data, and originally provided the mechanism for reporting deidentified data for submission to a comparison data set. It may now be used for obtaining numerator and denominator data that could be submitted to programs such as MBQIP.

Navigating the Manual

This manual's table of contents lists all the sections described in the manual. At any place in this document, press **Ctrl+Home** to return to the title page.

Hint: Throughout this document, the font color for every button's description is same as the outline color of the button in its respective screenshot.

For example: If the name of the button, **"Save Record"** is written in red font, the outline of the button in the screenshot below is also in red color.
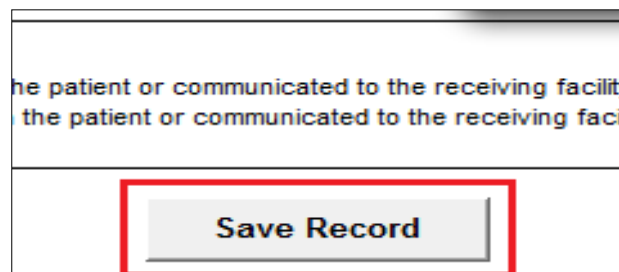
Table of Contents

EDTC Measures List

The Excel-based data collection tool has been designed to collect data on seven National Quality Forum (NQF) - endorsed emergency department (ED) transfer communication measures as listed in Table 1 below. The goal is to create a uniform approach to quality measurement across all health care providers and improve health care quality.

Measure ID#	Measure Short Name
EDTC -1	Administrative Communication
EDTC -2	Patient Information
EDTC -3	Vital Signs
EDTC -4	Medication Information
EDTC -5	Physician or practitioner generated information
EDTC -6	Nurse generated information
EDTC -7	Procedures and Tests

Table 1: EDTC Measures List

Data Collection and Reporting Timeline – Calendar Years

This tool was designed to collect and report data on a calendar year basis. For each calendar year of data, hospitals should download and save a new tool. For example, one Excel tool may be used for patient encounter dates falling from January 1, 2014 through December 31, 2014. For patient encounter dates falling within a different calendar year, a new Excel tool should be downloaded and saved prior to entering data for patients in that year. Note that the Excel tool should not be renamed, so it is suggested to create separate folders for each calendar year in which to save different copies of the Excel tool.

Example: Quarter	Example: Patient Encounter Date
Q1 2014	January 1, 2014 – March 31, 2014
Q2 2014	April 1, 2014 – June 30, 2014
Q3 2014	July 1, 2014 – September 30, 2014
Q4 2014	October 1, 2014 – December 31, 2014

INSTRUCTIONS ON USING DATA COLLECTION TOOL

Getting Started

1. Download and save the Excel data collection tool ("**ED_Transfer_Tool_Data_Collection_Tool.xls**") by clicking on this link:
   http://www.stratishealth.org/documents/ED_Transfer_Data_Collection_Tool.zip

   Click on "Save as" (as shown in image 1 below, although document name will be ED_Transfer_Tool_Data_Collection_Tool instead). Open the folder in which you have saved the link. You will see a zip file named as "**ED_Transfer_Tool_Data_Collection_Tool.zip**". Open this zip code and copy/paste all the documents out of the zip file before starting data collection. (as shown in image 1 below)
   Please make sure to save this tool to a directory (file folder) on your computer that is easy to access from one data collection quarter to the next. An example has been shown in image 1 below in which the tool is being saved in "H" directory under "My Computer".
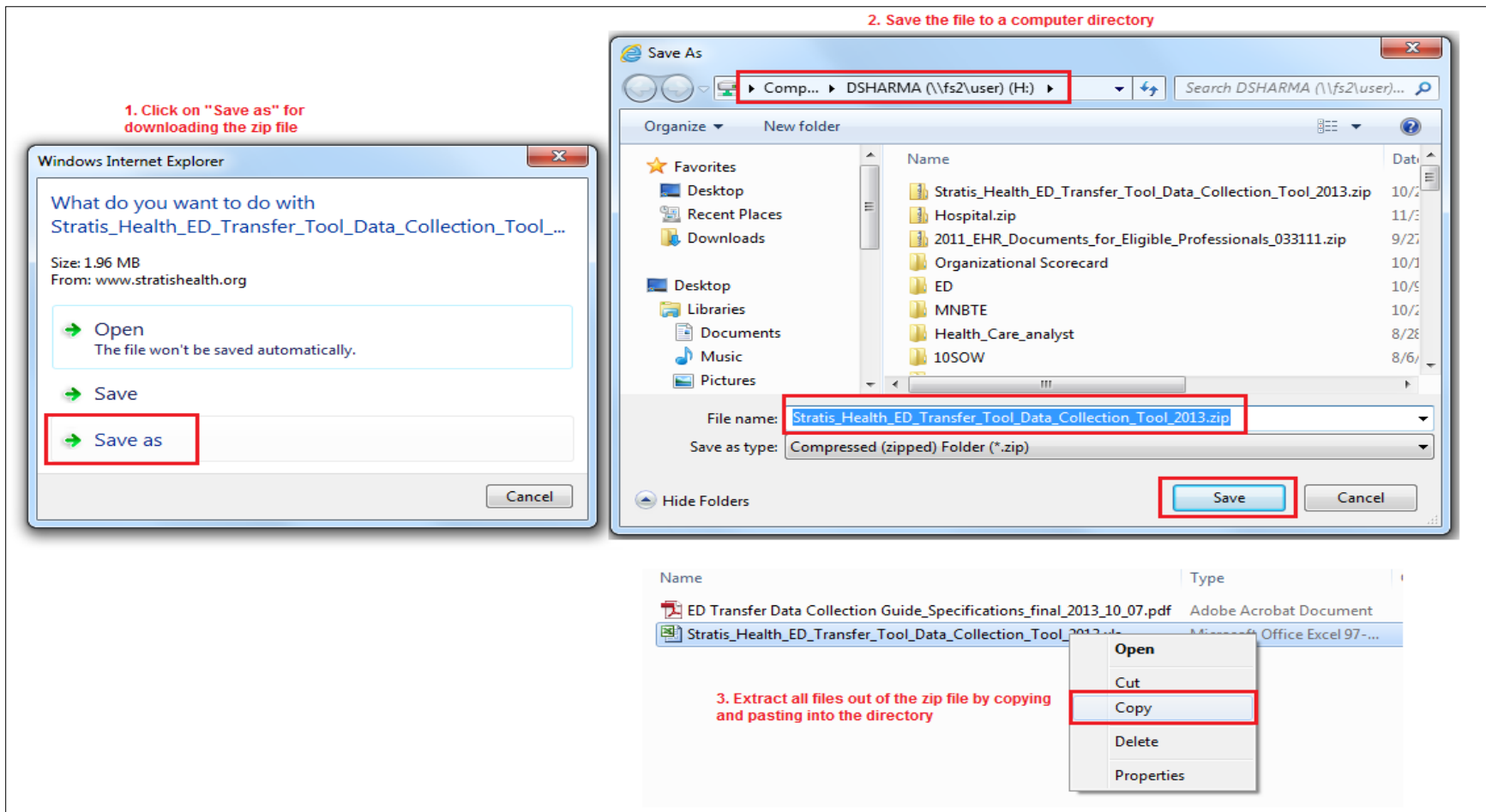

Image 1

4

Note: If you are using Excel version 2010, please follow the steps below before downloading and saving the tool from the web link.

1. Open a blank Excel 2010 document. At the top left corner of the document, click on "file" and then click on "options" at the bottom of the list that would appear.
2. A separate screen will pop up and there would be a list at the list of options on the left side of that screen. In that options list, click on "trust center and then "trust center settings" (as shown in image 2 below)
3. A different screen will show up (as shown in image 2 below). On that screen click on "Protected View" and then uncheck the outlined boxes in the screenshot.
4. Click OK and close this file with saving changes.
5. Once this is done, download and save the Excel tool.
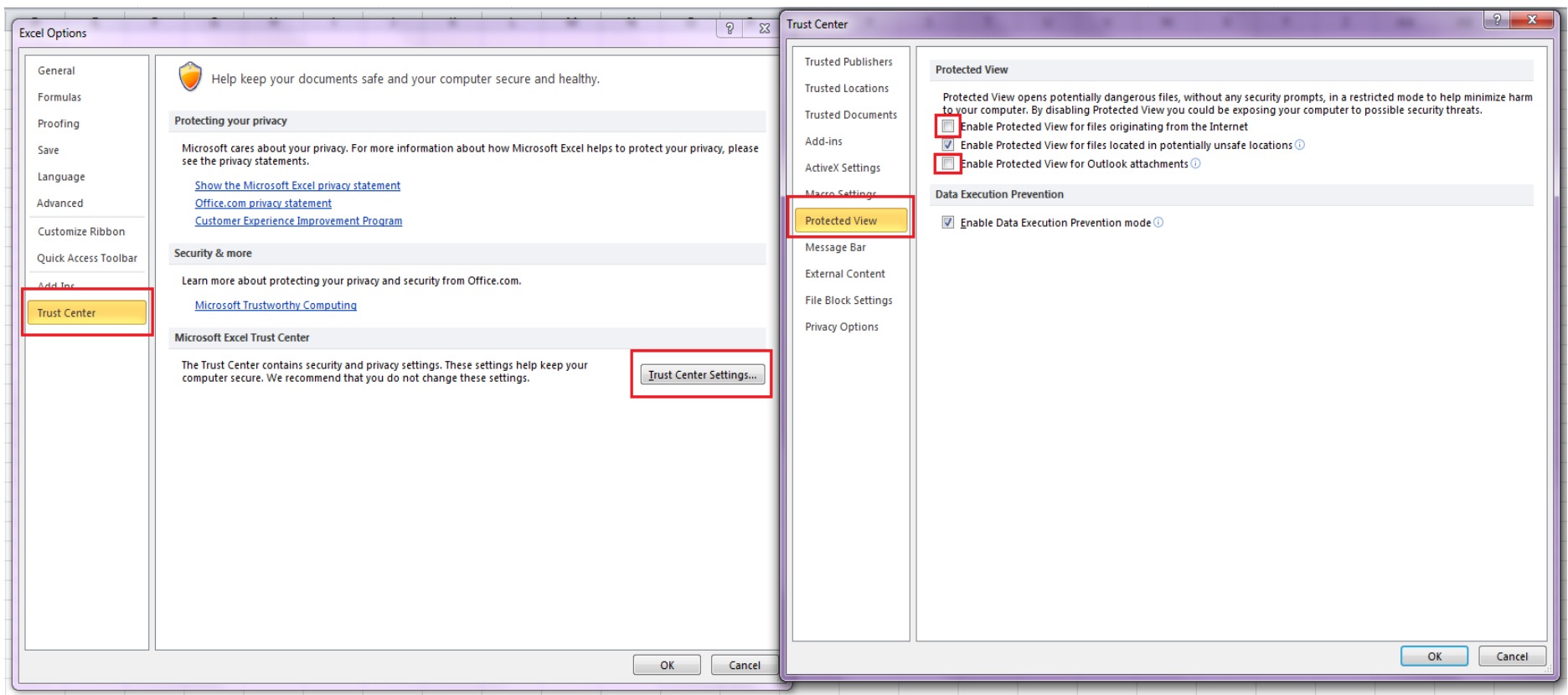
Image 2

2. Once you have saved the tool on your computer directory, open the Excel document. The first screen in the tool, named "Cover Page," will look like image 3 below.

Image 3

IMPORTANT- Before starting with data collection, you will need to have "macros" enabled in the Excel tool.
(Macros are sets of instructions in Microsoft Excel for tasks to perform on a given worksheet or data. By recording or programming certain actions, Excel users utilize macros to automate repetitive tasks, format data sheets, or perform complex mathematical operations.)

<u>Instructions for enabling macros:</u>
The following instructions for enabling macros will vary depending on the version of Excel you are using:

➢ **In all versions of Microsoft Office, if you open the file and the 'Enable Macros' Dialog Box appears at the top of the page, then follow the steps (as shown in image 4 below).**
• Step 1: Click on "Options" in the Security Warning at the top of your page
• Step 2: Click "Enable this content" under Macros
• Step 3: Ignore the rest of the options. Click "OK"
  You will need to follow steps 1-3 (as described above) every time on opening the Excel tool.
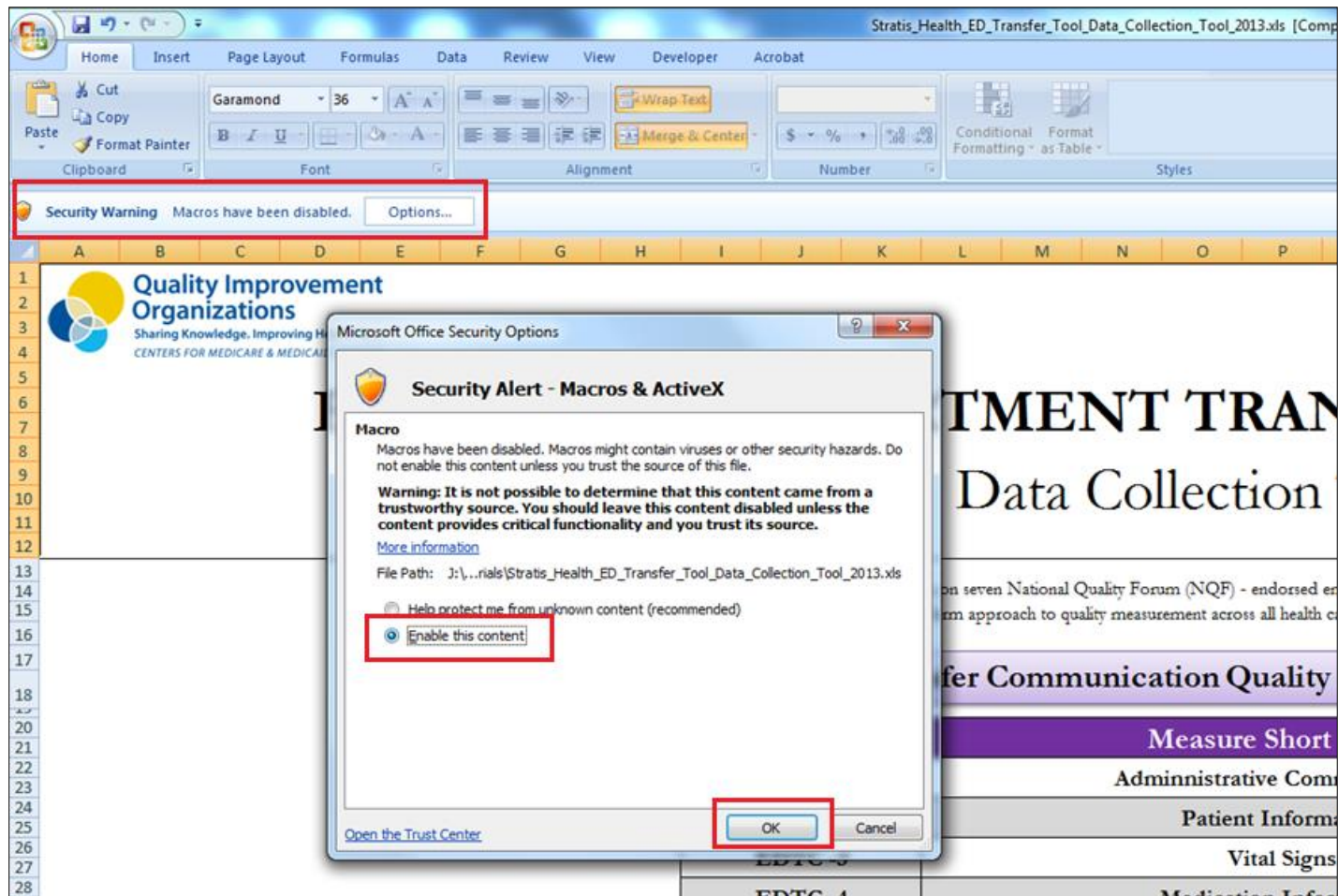

Image 4

➢ **In Excel 2003:**
- In the main toolbar, click on "Tools,"' then click on "Options"
- Select "Macros" from this menu, then click "Security" – a new window will appear
- Click on the "Trusted Publishers" tab
- Check the box next to "Trust all installed add-ins and templates"
- Click "OK"
- Close the Excel file with saving changes and reopen it again for the macros to take effect.
- By following these steps, there is no need to enable the macros everytime on opening the Excel tool. This will permanently enable the macros.

➢ **In Excel 2007 or 2010:**
- Click the Windows symbol (as shown in image 5 below)
- Click "Excel Options"' at the bottom of the list that appears
- Click "Trust Center"
- Click "Trust Center Settings"
- Click "Macro Settings"
- Select "Enable all macros"
- Click "OK"
- Close the Excel file with saving changes and reopen it again for the macros to take effect
- By following these steps, there is no need to enable the macros everytime on opening the Excel tool. This will permanently enable the macros.
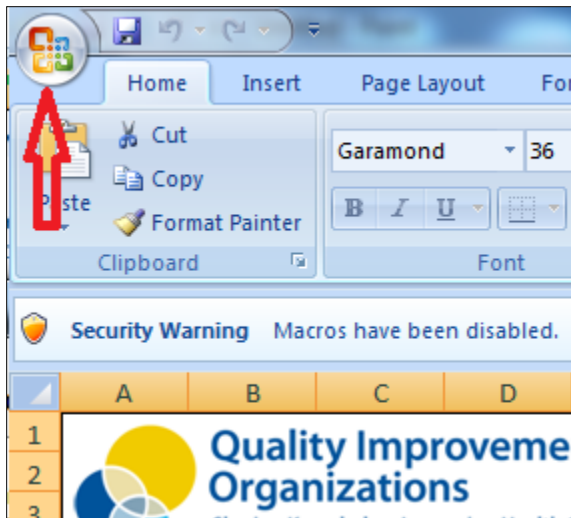
Image 5

Data Collection

3. Enter your hospital's Center for Medicare and Medicaid Services (CMS) **Certified Number (CCN)** in the box at the bottom of the cover page. After entering the CCN, hit enter and then click on the button "Click Here to Start Data Collection" (as shown in image 6 below).

The tool has been designed to collect data on seven National Quality Forum (NQF) - endorsed emergecy department (ED) transfer communication measures.
The goal is to create a uniform approach to quality measurement across all health care providers and improve health care quality.

ED Transfer Communication Quality Measures Set

Measure ID#	Measure Short Name
EDTC -1	Adminnistrative Communication
EDTC -2	Patient Information
EDTC -3	Vital Signs
EDTC -4	Medication Information
EDTC -5	Physician or practitioner generated information
EDTC -6	Nurse generated information
EDTC -7	Procedures and Tests

Enter CMS Certified Number (CCN) of your Critical Access Hospital   Enter CCN

CLICK HERE TO START DATA COLLECTION

Image 6

4. The "**Click Here to Start Data Collection**" button will take you to the "Initial Information" page (as shown in image 7 below). On this page, please answer all the required fields that are highlighted in light yellow:

- 6 digit CMS Certified Number (CCN) of your hospital (This will be automatically generated from the information that you had entered on the cover page) as shown in image 6 above.
- Two letter abbreviation of your state, for e.g. "MN" for Minnesota
- Patient Name
- Patient Medical Record Number
- Discharged Disposition – Select from the drop down list
- Date of patient encounter
- Name of the person doing data collection
- Year of data collection – enter the calendar year of your patient encounter dates. Do not change this after entering. If you enter information for patients whose encounter dates fall within a different calendar year, do so by downloading and saving a separate file for that year.

Note: - Make sure that you hit the 'Enter/Return' or 'Tab' key after adding information in each required cell.

Image 7

Note: The required fields "Patient Name" and "Patient Medical Record Number" will **NOT** be transferred to your final data report. These fields are included in the tool as a unique identifier of the patient and for retrospective view of patient record in the tool.

Button Options on "Initial Information" Page

(as shown in image 8 below)


Image 8
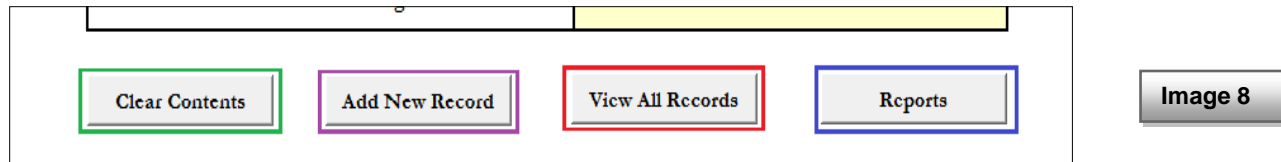
A. **"Clear Contents"**

This button will clear all the information in the required fields and will allow you to re-enter it.

B. **"Add New Record"**

This button will take you to the "Data Entry Form" for entering data for a new patient, as described later in this manual.
Please refer to pages 12-17 for "Data Entry Form" section.

Before adding a new record, please make sure that all the required information on initial information page has been entered as described above. If any of the information is missing, you will be prompted to enter it before continuing on to the "data entry form" (as shown in image 9 below).

Image 9
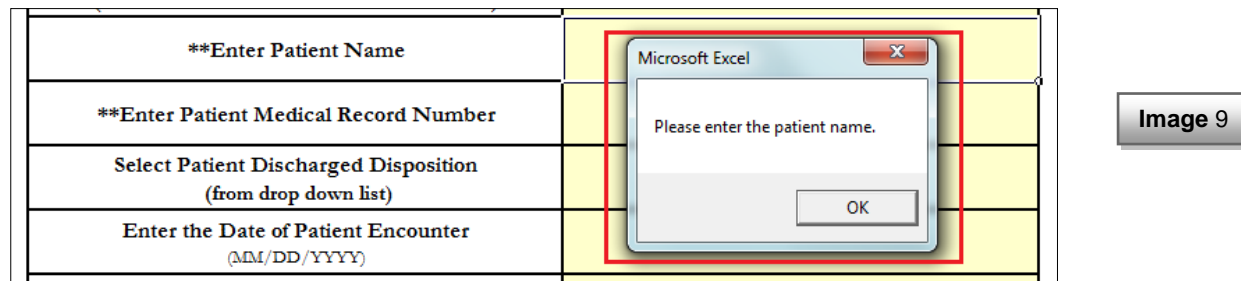
C. **"View All Records"**

This button will take you to the "Record List" Page that will contain a list of all the patients for which the data have been entered so far. This section is described later in this manual.
Please refer to page 17-22 for "Record List" section.

D. **"Reports"**

This button will run an aggregated report for your hospital and will provide analysis for all the data elements of EDTC measures. This section is described later in this manual.
Please refer to page 22 for "Reports" section.

5. Once you have entered all the required information, click on "**Add New Record"** Button. On clicking this button, you will get a message box (as shown in image 10 below), saying "This is a new case. Add to database?". If you would like to add this record, click on "Yes", else click on "No".

Image 10

➢ On clicking "No," you will be directed to the "Record List" page that will contain the list of all the patients for which you have entered the data so far.

➢ On clicking "Yes," you will be directed to the "**Data Entry Form**" for entering data for each new patient. For each new patient, choose from "Yes", "No" or "NA" answer options for each of the EDTC data elements. An example with "EDTC 1" data elements (as shown in image 11 below).

Image 11

12

The tool would not allow duplicate data entry for a patient. A duplicate entry is recognized based on patient medical record number and date of encounter. On finding the duplicate entry, clicking on "**Add New Record"** button will show up a message box saying (as shown in image 12 below), "The record already exists. Do you want to overwrite the existing record?". If you would like to overwrite the existing record, click on "Yes", else click on "No".

All elements are required

| CMS Certified Number (CCN) of Critical Access Hospital | 240001 |
| Enter Name of the State (Please enter the two letter state abbreviation) | MN |

Microsoft Excel

The record already exists. Do you want to overwrite existing record?

Yes   No

Image 12

Data Entry Form   Patient List page

➢ On clicking "No", you will be directed to the "Record List" page that will contain the list of all the patients for which you have entered the data so far.

➢ On clicking "Yes", you will be directed to the "**Data Entry Form**" for entering patient data.

• Each EDTC data element has quick reference for selecting answer options for that data element. You can also access the detailed data specifications for each element by clicking on the "(Data Specifications)" link (as shown in image 11 above). The link will take you to a separate sheet in the Excel file detailing all the specifications for each data element for a particular EDTC measure (as shown in image 11 above).

To go back to the data entry page from detailed data specifications, click on the "Data Entry Form" link at the top left corner of the page (as shown in the image 13 below).

Image 13

Note: If a patient's discharge disposition is either "<u>Hospice – Healthcare Facility</u>" or "<u>Other health care facility</u>" then the EDTC–1 data element, *"Physician/Advanced Practice Nurse/Physician Assistant (Physician/APN/PA) to Physician/APN/PA communication"* will not be applicable and this section will be grayed out on data entry form along with a message box (as shown in image 14 below). Click on "OK" inside the message box to continue the data entry for a new patient.

Image 14

Button Options on "Data Entry Form" Page

A. "Save Record"

After checking the answer options for all EDTC data elements for a patient, click on "Save Record" button at the bottom of the data entry form to add this patient's record to the database.

Note: If the answer option for any of the EDTC data elements has not been checked, you will be prompted to enter the missing element(s) before saving the record (as shown in image 15 below).
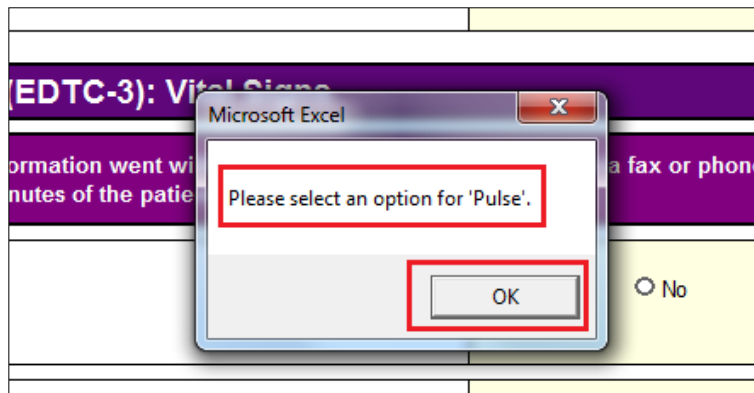

Image 15

Once all the answer options have been checked, save the record. On saving, you will get a message box (as shown in image 16 below), saying the data has been "Saved!". Click on "OK" to continue and you will be directed to the "Record List" page that will contain the list of all the patients for which you have entered the data so far. You can also access this page by clicking on "Record List" Button" Button on the data entry form. This section has been described later in this manual.
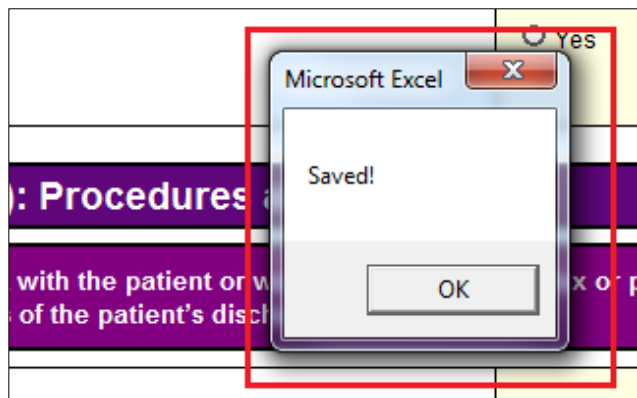*Please refer to page 12 for "Record List" section.*

Image 16

B. "Cancel"

This button will clear all the answer options that you have chosen for a patient you are entering the data for and will take you back to the "Initial information" page to start over a new case. On clicking "Cancel" you will be prompted to confirm to cancel the data entry of the current patient (as shown in image 17 below). Click "Yes" to cancel the data entry and click "No" to continue the data entry.

Image 17

C. "Record List" (Image 18 below)

This button will take you to the "Record List" Page that will contain the list of all the patients for which you have entered the data so far. This section is described later in this manual.

Please refer to page 17-22 for "Record List" section.

D. "Report" (Image 18 below)

This button will run an aggregated report for your hospital and will provide analysis for all the data elements of EDTC measures. This section is described later in this manual.

Please refer to page 22 for "Reports" section.

E. "Print a paper copy" (Image 18 below)

You can print a paper copy of "data entry form" by clicking on this button.

Image 18

6. Record List

This page contains a list of all patients for which data has been entered so far (as shown in image 19 below).

Image 19

Button Options on "Record List" Page

A. **"Open Record"**

You can view a patient record from the list by selecting the medical record number of patient and clicking on the open record button.

Note: By clicking on this button without selecting a patient record or selecting a blank cell, you will be prompted to ask if you would like to start a new case. Select "Yes" to start a new case, else select "No" to remain on the current page (as shown in image 20 below).

Image 20

B. "Delete Record"

You can delete a patient record from the list by selecting the medical record number of patient and clicking on this delete record button. You will be prompted to confirm the deletion of patient record (as shown in image 21 below). Click on "Yes" to delete the record.
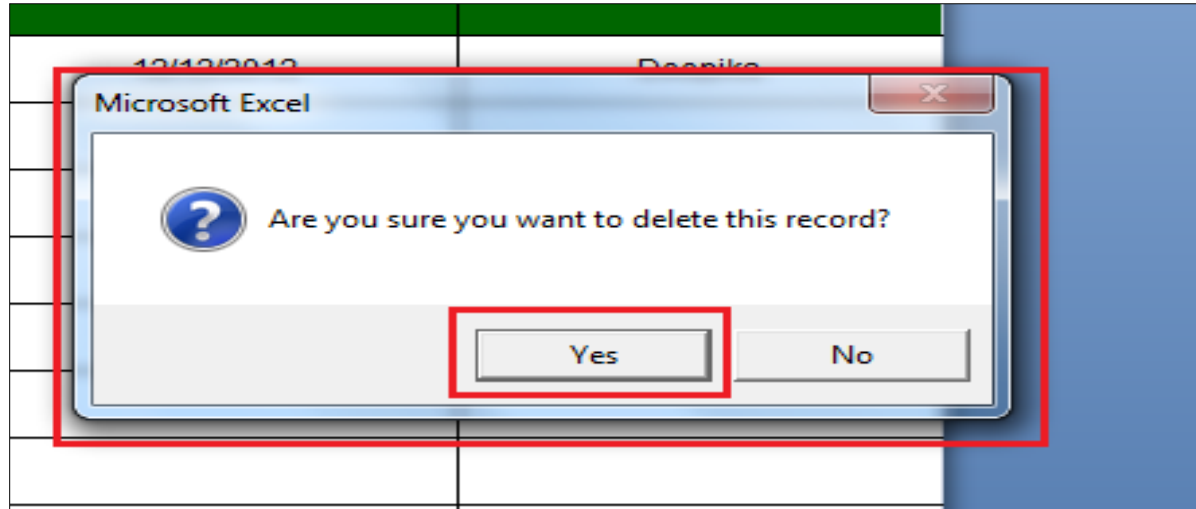
Microsoft Excel

? Are you sure you want to delete this record?

Yes   No

Image 21

Note: By clicking on this button without selecting a patient record or selecting a blank cell, you will be prompted to select a patient medical record number first and then hit delete. Click OK to proceed further (as shown in image 22 below).

| Open Record | Delete Record | Add New Record | Reports |

To open a record, select the patient medical record number and click on "Open Record"

Image 22

S. Number	Patient Medical Record Number	Discharged Disposition	Date of the encounter (MM/DD/YYYY)	Name of the person doing data collection
1	GJNHVIK	Other health care facility	12/12/2012	Test
2				
3				
4				
5	On selecting a blank cell			
6				
7				

Microsoft Excel

Please select a patient medical record number and then hit delete.

OK

C. "Add New Record"

This button will take you to the "Initial Information" page for starting a new record. On the initial information page, the CCN, State,data collection person's name, and year of data collectionwill be automatically filled from the previous information that you had entered (as shown in image 23 below). In order to re-enter this information, click on "Clear Contentsl" button.

Enter Hospital, State, Patient and Data Collection, Date and Time Period Information

*All elements are required

CMS Certified Number (CCN) of Critical Access Hospital	240001
Enter Name of the State (Please enter the two letter state abbreviation)	MN
**Enter Patient Name	
**Enter Patient Medical Record Number	
Select Patient Discharged Disposition (from drop down list)	
Enter the Date of Patient Encounter (MM/DD/YYYY)	
Enter Name of the Person Doing Data Collection	Bob
Year of Data Collection	2013

Image 23

Clear Contents	Add New Record	View All Records	Reports

D. **"Reports"** (image 24 below)

This button will run an aggregated report for your hospital and will provide analysis for all the data elements of EDTC measures. This section has been described later in this manual.

Please refer to page 22 for "Reports" section.

Generating Reports

This tool has the capacity to run your hospital's aggregate report by quarters of all the data you have entered in the tool database. You can access the report by clicking on reports button available on "Initial Information", "Data Entry Form" and "Record list" pages.

If the data for a specific quarter has not been entered in the tool, the analysis for data elements for that quarter will show "N/A". A sample report is shown in image 24 below.

Image 24

Emergency Department Transfer Communication
Hospital Report

CMS Certified Number (CCN): 240001

| Record List | Print Report | Main Page | | Refresh Page |

Measures	Data Elements	Q1 2013 1/1/2013 Records Reviewed (N) =	Q2 2013 4/1/2013 Records Reviewed (N) =	Q3 2013 7/1/2013 Records Reviewed (N) =	Q4 2013 10/1/2013 Records Reviewed (N) = 3
EDTC-1: Administrative Communication	Percentage of medical records that indicated the following occurred prior to patient departure from ED:				
	1. Nurse to Nurse Communication	N/A	N/A	N/A	100.00% (n=3)
	2. Physician to Physician Communication	N/A	N/A	N/A	100.00% (n=3)
	All EDTC-1 Data Elements	N/A	N/A	N/A	100.00% (n=3)
EDTC - 2 Patient Information	Percentage of medical records that indicated the communication of following patient information within 60 minutes of patient's departure from ED:				
	1. Patient Name	N/A	N/A	N/A	66.67% (n=2)
	2. Patient Address	N/A	N/A	N/A	66.67% (n=2)
	3. Patient Age	N/A	N/A	N/A	100.00% (n=3)
	4. Patient Gender	N/A	N/A	N/A	100.00% (n=3)
	5. Patient Contact Information	N/A	N/A	N/A	100.00% (n=3)

For each data element, the percentage represents the statement described at the top of each measure. For example: In image 25 below, 100% means that out of 3 reviewed records, 3 records indicate that nurse to nurse communication occurred prior to patient departure from ED.

Image 25

The **denominator** for a given quarter will always be found at the top of the data column, and is the number included in "Records Reviewed (N) = ____," as is circled at the top of image 25a. The denominator remains the same for each measure in a given quarter.

The **numerator** for each measure can be found to the right of the description including "All EDTC-___ Data Elements," as is indicated with red circles and arrow in image 25a.

Image 25a

Button Options on "Reports" Page (as shown in image 26 below)

A. "Record List"

This button will take you to the "Record List" page that will contain the list of all the patients for which you have entered the data so far, as later in this manual.

B. "Print Report"

You can print out a hard copy of this report by [blacked out] utton.

C. "Main Page"

This button will take you to the "Initial Information" page for starting a new record.

D. "Refresh Page"

This button will re-calculate the analysis for all EDTC data elements.

At times, on creating the "final report" you would notice an error in the analysis (#VALUE!) instead of percentages on report sheet. You would need to refresh the report page for re-calculating the percentages (as shown in image 28 below).

7. Saving and Closing the Excel Tool

If you would like to close the tool, click on the "X" button at the top right corner of the tool (as shown in image 29 below).

tage of medical records that indicated the following occurred prior to patient departure from ED:

Microsoft Office Excel

⚠ Do you want to save the changes you made to 'Stratis_Health_ED_Transfer_Tool_Data_Collection_Tool.xls'?
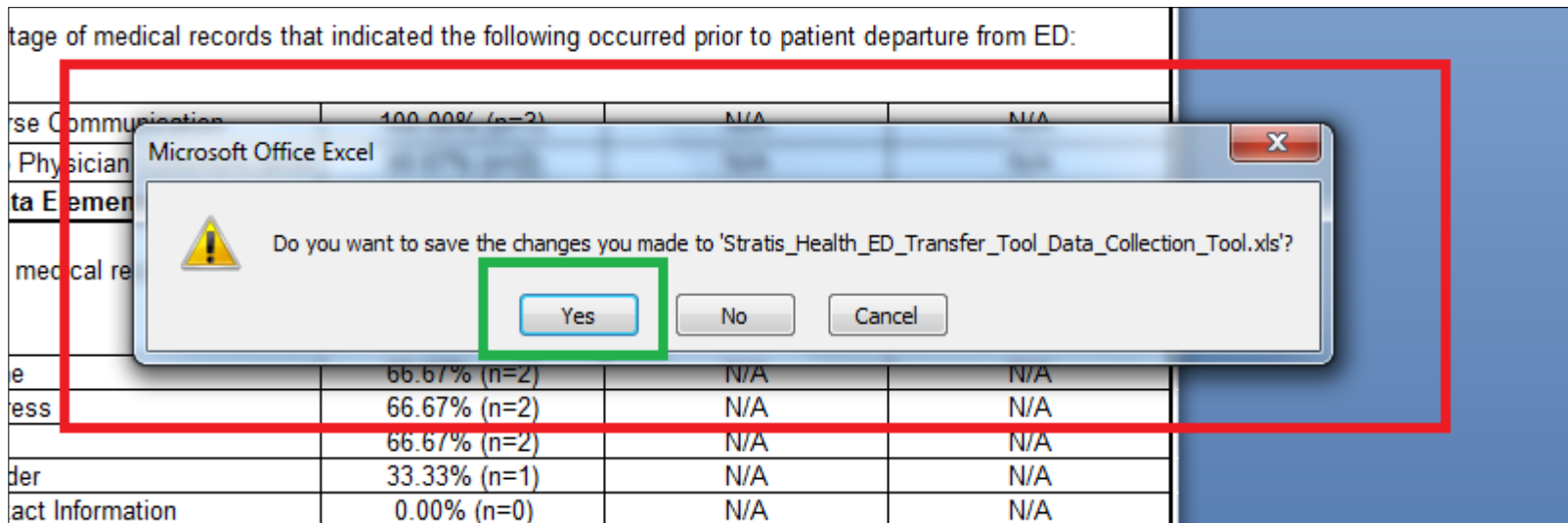
[Yes] [No] [Cancel]

Image 29

It is **NOT** recommended to close the tool while entering data for a patient. If required, to close the tool then click on cancel button at the top of "Data Entry Form" and then close the tool. You would need to re-enter all data for an unsaved patient entry after re-opening the tool.

On hitting "X", if you are prompted to save changes, click on "Yes" (as shown in image 30 below).
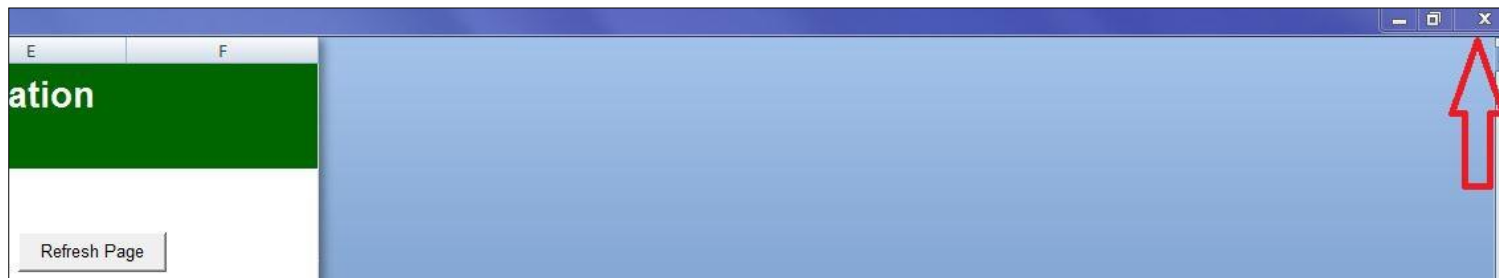

Image 30

Troubleshooting

- Tool Processing time:
  This Excel tool is a large file size. For this reason, saving a record or running a report may take longer than you are used to. During the processing time of the tool, do not hit any button or "X" to close the file as this can stop the working on Excel file and you may lose all your saved data.

- Read-Only Tool:
  This tool is protected and therefore, "read-only", editing any contents of the tool other than the required data fields is <u>NOT</u> permitted. Selecting a protected field would result in a message prompt (as shown in the image 31 below). Click on "OK" in the message box to proceed further.
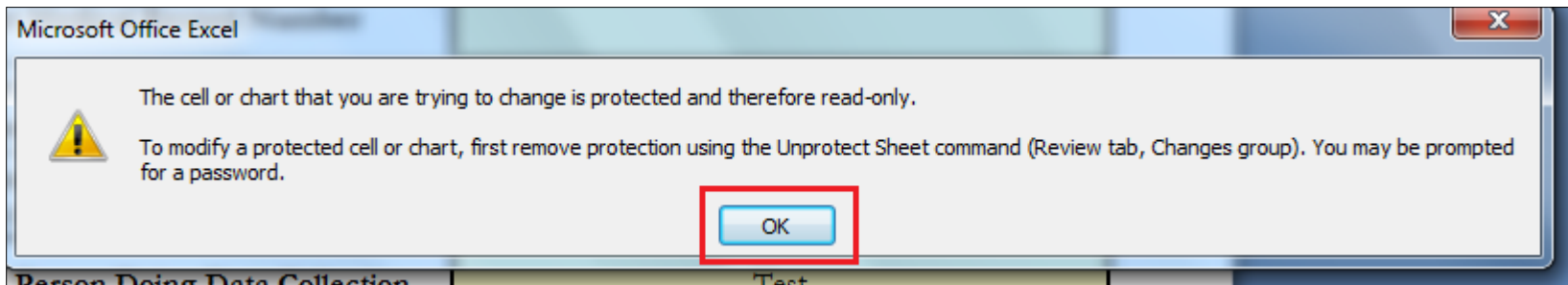

Image 31